

or death is related to military service or a pensioned condition

- Trust or benevolent funds for needy veterans and dependants
- Assistance to needy Canadian veterans overseas
- Commemoration and remembrance

Foreign Countries

Foreign Countries Operations Unit is responsible for the provision of benefits and services available to eligible Canadian veterans and their dependants who reside or vacation outside of Canada.

Telephone:
Canada and the USA
Toll Free: 1-888-996-2242
Other Countries: (613) 996-2242

Other Publications

Veterans Affairs Canada has produced separate publications on some of the services and benefits described in this pamphlet, as well as a selection of booklets on the sacrifices and accomplishments of Canadians in war-time. To obtain copies or for more information, contact the nearest Veterans Affairs Canada District Office.

Telephone Numbers

Telephone numbers for Veterans Affairs Canada (VAC) Regional and District Offices and Bureau of Pensions Advocates (BPA) Offices

Atlantic Region

Regional Office
Dartmouth
(902) 426-6448 (local)
1-800-565-1528 (N.S., N.B. & P.E.I.)
1-800-757-6308 (TTY/TTD)

Newfoundland Sub-regional Office
St. John's
(709) 772-4716 (local)
1-800-563-9623

VAC District Offices:

Campbellton (506) 789-4700
 1-800-350-7955
Charlottetown (902) 566-8677
 1-800-565-2422
Corner Brook (709) 637-4377
 1-800-563-4254
Halifax (902) 426-7931
 1-800-565-0197
Saint John (506) 636-4815
 1-800-349-9788
St. John's (709) 772-4716
 1-800-563-9623
Sydney (902) 564-7028
 1-800-565-7028

BPA Offices:

Charlottetown (902) 566-8687
Halifax (902) 426-7400
Saint John (506) 636-4994
St. John's (709) 772-4886

Quebec Region

Regional Office
Montréal
(514) 496-2211 (local)
1-800-361-6867
1-800-361-6868

VAC District Offices:

Gatineau (819) 953-6135
 1-800-567-1274
Montréal (514) 496-2121
 1-800-361-7705
Québec (418) 648-3674
 1-800-463-2140
Sherbrooke (819) 567-5525
 1-800-567-7324

BPA Offices:

Montréal (514) 496-1245
Québec (418) 648-3091

Ontario Region

Regional Office
Kirkland Lake
(705) 568-4000 (local)
1-800-387-0919

VAC District Offices:

Brampton (905) 451-4630
Hamilton (905) 572-2531
Kingston (613) 545-8111
London (519) 686-7975
North Bay (705) 495-5900
Ottawa (613) 998-9460
Peterborough (705) 750-4850
Thunder Bay (807) 345-7552
Toronto (416) 973-3971
Windsor (519) 257-6660

VAC Service Centres

Mississauga (905) 803-2672
Scarborough (416) 973-6801
Sunnybrook (416) 973-1966

BPA Offices:

Hamilton (905) 572-2541
London (519) 686-3959
Ottawa (613) 998-8801
Toronto (416) 973-9348

Prairie Region

Regional Office
Winnipeg
(204) 983-7040 (local)
1-800-665-8717

VAC District Offices:

Alberta
Calgary (403) 292-4048
Edmonton (403) 495-3762
Manitoba
(Rural callers only) 1-800-368-1594
Brandon (204) 726-7532
Winnipeg (204) 983-2860
Saskatchewan
(Rural callers only) 1-800-667-6461
Regina (306) 780-5240
Saskatoon (306) 975-4975
*Services in French (306) 975-4511

BPA Offices:

Calgary (403) 292-4816
Edmonton (403) 495-3750
Regina (306) 780-6819
Winnipeg (204) 983-5598

Pacific Region

Regional Office
Vancouver
(604) 666-7942 (local)
(604) 666-2946 (Services in French - local)
1-800-663-1931 (outside Vancouver)
1-800-663-0239 (Yukon)
1-800-253-1980 (Services in French)

VAC District Offices:

Penticton (250) 770-4400
 1-800-265-9449
Vancouver (604) 666-3776
 1-800-663-1931
Victoria (250) 363-3836
 1-800-789-8299

VAC Service Centres

Kamloops (250) 851-4815
Kelowna (250) 470-5174
Prince George (250) 561-5296
 1-800-293-4336
Surrey (604) 501-5900

BPA Offices:

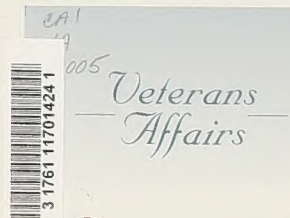
Penticton (250) 770-4400
Vancouver (604) 666-0937
Victoria (250) 363-3691

- Information provided in this pamphlet is also available on audio cassette.
- Également disponible en français sous le titre *Services et avantages*.

Revised March 1998

© Her Majesty the Queen in Right of Canada, represented by the Minister of Veterans Affairs, 1998.

Cat. No. V32-21/1998E ISBN 0-662-24341-2



SERVICES And BENEFITS

Introduction

In recognition of the sacrifices made by Canadians in this nation's war and peacekeeping efforts, Canada offers a wide range of services and benefits to qualified veterans and certain civilians, as well as to their dependants or survivors. Veterans Affairs Canada provides disability pensions, economic support allowances, and additional benefits in the areas of health care, funeral and burial assistance and commemoration, among others, designed to meet the changing needs of veterans.

Two organizations are involved in the provision of veterans' benefits.

Veterans Affairs Canada offers personalized counselling on available services and benefits, including explanations of eligibility criteria, needs assessment, advocacy, health and safety education, case management and coordination. The Department also helps people prepare applications for benefits, rules on their eligibility and delivers benefits to those who qualify.

Within the Department, the Bureau of Pensions Advocates provides free legal assistance in the form of counselling, case preparation and representation for appeals.

The Veterans Review and Appeal Board is an independent tribunal that hears appeals, at two levels, on disability pension applications that receive unfavourable decisions at the departmental level. It is also the final level of appeal on all allowance decisions.

The following is a short description of services and benefits provided by Veterans Affairs.

Disability Pensions

Canadian Forces and Merchant Navy veterans of the First or Second World War or the Korean War, and current or former members of the Regular or Reserve Force who suffer from a service-related medical condition may qualify for a disability pension. Civilians who served in close support of the Armed Forces during wartime may also qualify. Veterans and certain civilians who were incarcerated or avoided capture by the enemy may receive Prisoner of War Compensation. Veterans of Allied Forces may also be entitled to pensions and compensation if they lived in Canada prior to their service in the First or Second World War.

Additional benefits may be awarded if the veteran has a spouse or dependants, or both.

Special Awards

Disability pensioners who are disabled and in need of attendance may qualify for an Attendance Allowance. Disability pensioners who receive a pension for disabilities assessed at 98% or more and who are exceptionally incapacitated may qualify for an Exceptional Incapacity Allowance. Disability pensioners whose pensioned conditions require them to wear special devices or specially-made clothing, or cause wear and tear on their clothing, may receive a Clothing Allowance.

These special awards are paid in addition to disability pensions.

Survivors' Pensions

Generally, for one year following the death of a disability pensioner, the surviving spouse receives the same monthly amount that was in payment to the pensioner at the time of death. At the end of the one-year period, the surviving spouse will receive a survivor pension. Dependent children may also be eligible for benefits.

How to Apply

Applications for disability pensions and related benefits can be made by contacting the nearest Veterans Affairs Canada District Office. Departmental staff will assist with the preparation and submission of applications. Assistance is also available at no cost from veterans' organizations, such as The Royal Canadian Legion and the War Amputations of Canada.

Reviews and Appeals

Applicants who are dissatisfied with a ruling made by Veterans Affairs Canada concerning a disability pension and who have new evidence, may ask the Department to review its decision.

Applicants also have the option of requesting that their case be heard by a review panel of the Veterans Review and Appeal Board. At this level, hearings are held across the country on questions of an applicant's right to a disability pension or the amount of pension. If the decision of the review panel is still unsatisfactory to applicants, cases can be heard by an appeal panel of the Board.

The Bureau of Pensions Advocates provides free legal assistance to applicants throughout the review and appeal process before the Board. The Bureau's Head Office is located in Charlottetown, P.E.I. where lawyers provide assistance at appeal panels. Bureau lawyers working in 17 District Offices located in major centres across Canada assist with review panels.

Allowances

Veterans and certain civilians who meet income, service, age or health, and residency

requirements may be eligible to receive an allowance and related benefits. Allied veterans of the First or Second World War may also be eligible to receive benefits if they were domiciled in Canada when they joined the Armed Forces.

Allowances are paid at single, married or orphan rates. An additional amount may be paid for dependent children.

Survivors' Allowances

Widows, widowers and orphans of qualified veterans and civilians may also be eligible for an allowance.

Following the death of an allowance recipient, the surviving spouse receives payment at the married rate for one year. After that, the spouse may qualify for the single rate of allowance.

Assistance Fund

When funding is not available from other sources, allowance recipients may receive financial help for emergencies such as shelter and health care.

How to Apply

For information on allowances, contact the nearest Veterans Affairs Canada Regional Office. For information on the Assistance fund, contact the nearest Veterans Affairs Canada District Office.

Reviews and Appeals

Applicants who are dissatisfied with a departmental decision concerning an allowance may ask to have their case reviewed by the Department.

Long-term Care

Long-term care is provided in departmental or community facilities for eligible veterans and certain civilians.

How to Apply

For information on health care services and benefits, contact the nearest Veterans Affairs Canada District Office.

Appeals

Applicants dissatisfied with a decision concerning an application for health care benefits may appeal in writing to the Department.

Information & Advice

Regional and District Office staff provide information and advice about Veterans Affairs services and benefits as well as community and other programs. Counsellors and health professionals help meet the needs of eligible veterans and certain civilians using both departmental and community programs.

Other Programs & Activities

In addition to the services and benefits described above, help may also be available in the following areas.

■ Assistance with funeral and burial expenses and the provision of grave markers in cases where the estate's assets are insufficient

Applicants still dissatisfied with decisions on allowances may appeal to the Veterans Review and Appeal Board. Lawyers from the Bureau of Pensions Advocates provide free counselling and representation. The Board is the final level of authority on allowance matters.

Health Care

Veterans Independence Program (VIP)

The goal of this program is to help eligible veterans and certain civilians remain healthy and independent in their own homes or communities.

Under VIP, the Department contributes to the payment of services such as grounds maintenance, housekeeping, meals-on wheels, personal care, care by health professionals, transportation for social activities and nursing home care.

Treatment Benefits

Treatment benefits may include medical, surgical and dental care, prosthetic devices, home adaptations, supplementary benefits such as travel costs for examinations or treatment, and other community health care services and benefits. Palliative and respite care may also be provided.

Income-qualified veterans and certain civilians may be eligible for treatment benefits not provided under a provincial health insurance plan. Disability pensioners receive treatment for their pensioned condition.